

Homelessness Risk Assessment User Guide: PEAKPro



<p>Purpose</p>	<p>This project implements a Homelessness Risk Assessment (HRA) that can be completed by housing navigators/ case managers using PEAKPro. This project is part of the governor’s wildly important goal (WIG) for the 2023-2024 state fiscal year.</p> <p>Giving the ability to conduct this assessment to PEAKPro users will extend the reach and impact of this assessment. This User Guide will review the process to request access to the assessment in PEAKPro and will guide you through administering the assessment.</p> <p>Note: The HRA can also be found in CBMS, if you are already a CBMS user, please see the CBMS User Guide for HRA</p>
<p>Contents</p>	<ul style="list-style-type: none"> • <u>Requesting Access for your Organization</u> • <u>Requesting Access as a Member of an Approved Organization</u> • <u>Managing User Access</u> • <u>Creating a New Assessment</u> • <u>Assessment Results</u> • <u>History of Assessments</u>
<p>Links</p>	<p><u>Guide to PEAKPro Multi-Factor Authentication</u></p> <p><u>Family Violence Option Fundamentals Training in COLearn</u></p> <p><u>PEAKPro Self Registration Guide</u></p>





Requesting Access for Your Organization

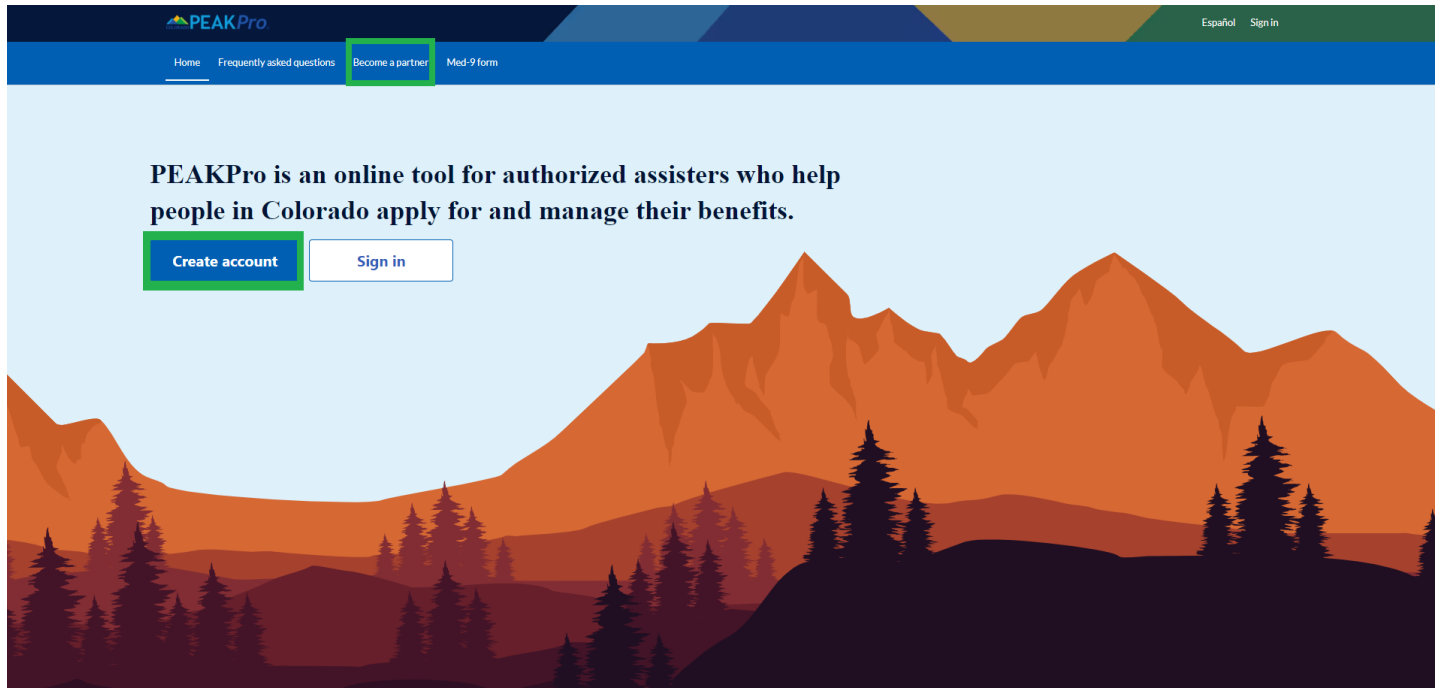
First you will need to choose an organizational administrator who will be responsible for creating and maintaining the organizations HRA account and the associated user accounts.

The admin will need to request access for your organization to use the HRA before individual users are able to use the assessment.

Whether your organization is already a PEAKPro user or not, you will still have to request organizational access to PEAKPro for HRA.

To request HRA access for your organization, start on the PEAKPro home screen without signing in, click on the “Create account” button, or on the “Become a Partner” tab. Both options will take you to the same page.

Note: The HRA can also be found in CBMS, if you are already a CBMS user, please see the CBMS User Guide for HRA.





Select the tile to “Request access for an organization.”

The screenshot shows the PEAKPro access selection page. At the top, there is a navigation bar with the PEAKPro logo and links for Home, Frequently asked questions, Become a partner, and Med-9 form. On the right, there are links for Español and Sign in. Below the navigation bar, the page is titled "PEAKPro access" and contains four main tiles:

- Request agency administrator access:** Use this option to request agency administrator access to PEAKPro. Agency administrators must be approved by the state and can use their access to approve organizations in PEAKPro. A button labeled "Request agency administrator access" is at the bottom.
- Request access for an organization:** Use this option if you are the authorized administrator for your organization and will manage user access. Once approved, a new Org ID will be generated. This tile is highlighted with a green border and has a button labeled "Request access for an organization" at the bottom.
- Request a new PEAKPro user:** Use this option if your organization has access to PEAKPro and you would like to add a user. A button labeled "Request a new PEAKPro user" is at the bottom.
- Sign in to PEAKPro:** If you already have access to PEAKPro, sign in to PEAKPro to view your account. A button labeled "Sign in to PEAKPro" is at the bottom.

At the bottom of the page, there is a link: "Learn more about the [levels of PEAKPro access.](#)"

Next, select the option for “Assister organization.”

The screenshot shows the "Request access for an organization" page. At the top, there is a navigation bar with the PEAKPro logo and links for Home, Frequently asked questions, Become a partner, and Med-9 form. Below the navigation bar, there is a link: "[Back to PEAKPro access](#)".

The main heading is "Request access for an organization". Below this, there are two informational boxes:

- You must be authorized by the state to use PEAKPro.**
- When your request is approved by an Agency Administrator, you will receive a new Org ID and Pass Key.**

Below these boxes, there is a section titled "Select the PEAKPro type for your organization." with a link: "Learn more about the [PEAKPro organization types and subtypes.](#)"

The "PEAKPro organization type" section contains four radio button options:

- Assister organization:** Members of my organization help people apply for benefits, report changes and complete renewals. People in my organization can process PEAK forms, link PEAK accounts and search CBMS for cases. This option is selected and highlighted with a green border.
- Content management:** Members of my organization update dynamic content for mobile apps and banners for PEAK platforms.
- Application processing:** Members of my organization review submitted applications and update determinations.
- Long-term services and supports:** Members of my organization help people with developmental and intellectual disabilities complete self-assessments and review applications that include long-term





Long-term services and supports

Members of my organization help people with developmental and intellectual disabilities complete self-assessments and review applications that include long-term services and supports.

Cost allocation

Members of my organization manage and track PEAK usage and costs.

Organization subtype

Homelessness risk assessor (HRA)

PEAK (ADP)

Add a newborn (ANB)

Behavioral Health Administration (BHA)

Community based organization (CBO)

Department of corrections (DOC)

Division of Economic Workforce Support partner (DEWS)

HCPF call center (HCF)

HCPF help and research (HHR)

Homelessness risk assessor (HRA)

SNAP outreach (SNO)

This will reveal a dropdown at the bottom of the list for you to select your Organization subtype. "Choose Homelessness risk assessor (HRA.)"

After selecting the HRA subtype you will see additional fields to fill out your organization's information. Here you will need to identify who your organization admin contact will be, this person will be in charge of approving/denying access requests. Once identified and added to the form, you will have access to click on the "Request access" button.

Once Submitted, your request will be processed by the CDHS Agency Administrator. Once your access has been approved, you will be provided with an organization ID and passkey that will allow you to administer PEAKPro on behalf of your organization. Once you have your organization ID and passkey along with your organization's email, you will be able to register as a PEAKPro Admin user. This process is described in the next section.

Organization subtype

Homelessness risk assessor (HRA)

Organization name

X

Organization contact

X

Contact phone number

(111)-111-1111

Contact email address

test@test.com

Request access

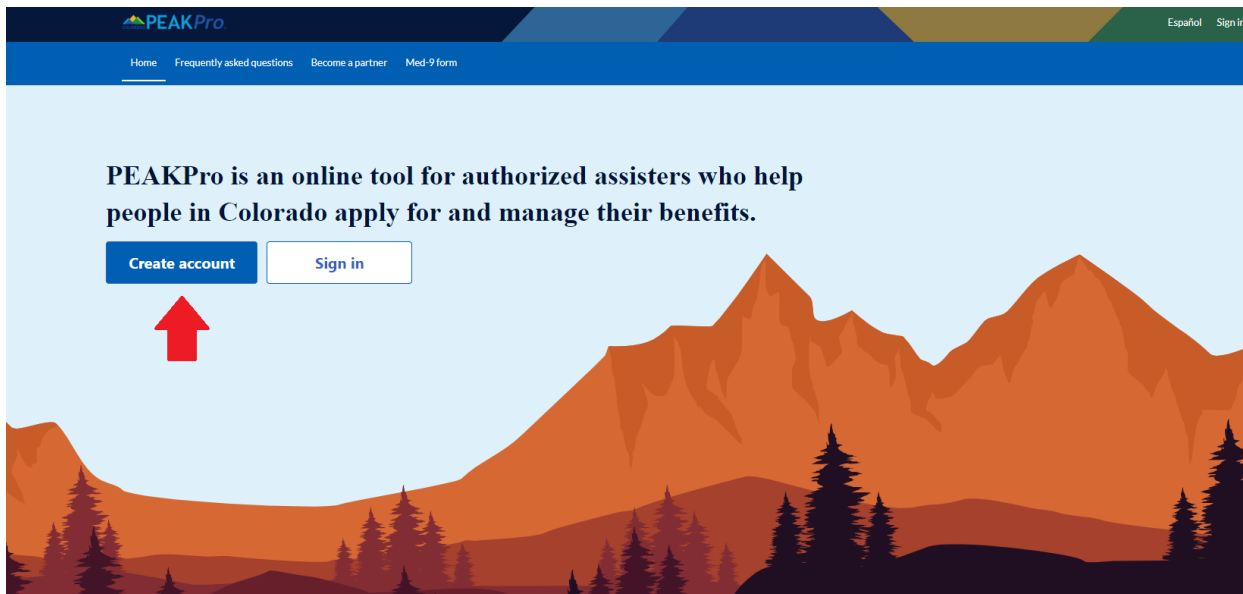




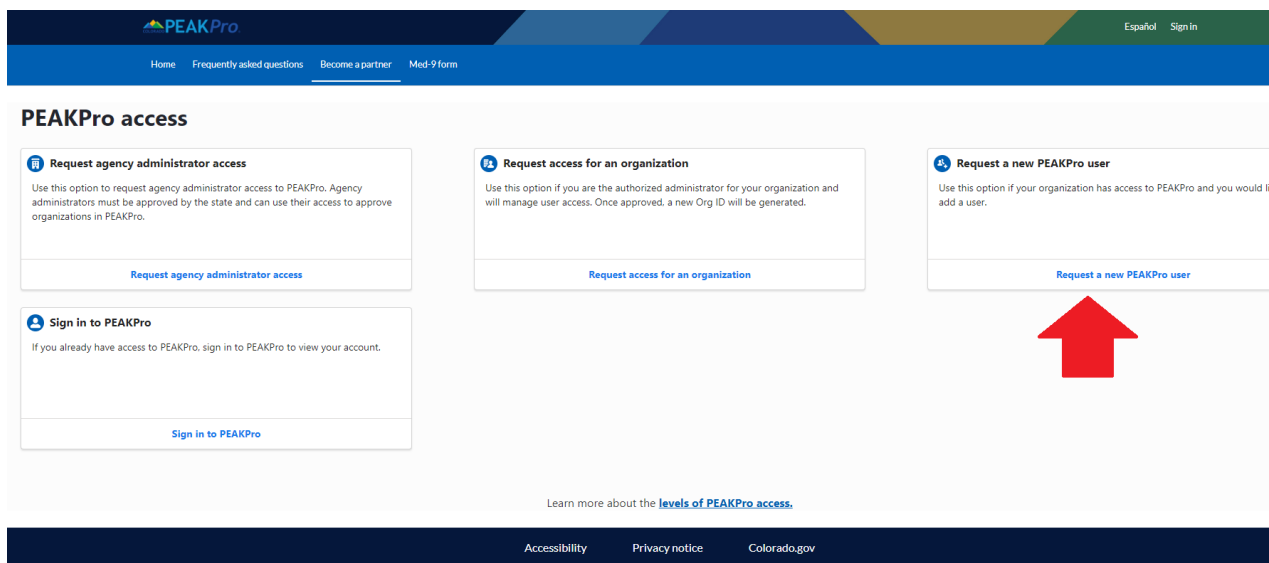
Requesting Access as a Member of an Approved Organization

Once your organization has been approved and provided with an organization ID and passkey, individual users can request access to PEAKPro as part of your HRA approved organization.

Click the Create account from the PEAK home page.



Select the Request a new PEAKPro user option.





Enter the Org ID and Pass Key that was provided to the user by email.

PEAKPro Español Sign in

Home Frequently asked questions Become a partner Med-9 form

[Back to PEAKPro access](#)

Request a new PEAKPro user
Enter your Org ID and Pass key

Step 1 of 3

Org ID
Enter Org ID

Pass key
Enter pass key

Next

Accessibility Privacy notice Colorado.gov

Enter the users name and email. (Note - you must click the Verify email address) this will generate a code that will be sent to your email.

PEAKPro Español Sign in

Home Frequently asked questions Become a partner Med-9 form

[Back to PEAKPro access](#)

Request a new PEAKPro user

If you need assistance, reach out to your organization contact: Maryann McLendon, maryann.mclendon@state.co.us or (720) 561-9439.

Step 2 of 3

Personal Information

First name
Enter first name

Last name
Enter last name

PEAKPro username

Use your email address provided by your organization.

Username (email address)
Enter email address

Verify email address

Next





Once the user receives the email with the verification code, they will enter the code and click the Confirmation code option before clicking on the next button.

PEAKPro Español Sign in

[Home](#) [Frequently asked questions](#) [Become a partner](#) [Med-9 form](#)

[Back to PEAKPro access](#)

Request a new PEAKPro user

If you need assistance, reach out to your organization contact: Maryann McLendon, maryann.mclendon@state.co.us or (720)-561-9439.

Step 2 of 3

Personal Information

First name

Last name

PEAKPro username

Use your email address provided by your organization.

Username (email address) [Change email address](#) [Verify email address](#)

Check your email for the verification code. It might be in your spam folder. Keep your current session open, or you will not be able to use this code.

Verification code [Confirm code](#) [Resend code](#)

[Next](#)

The final step will be to entering your first, middle, last name, along with a password, then submit the request.





Managing User Access

Those approved as HRA organization admins will have access to the user request management screen and can grant users access to the HRA.

To access the user request management screen you must first login with your HRA organization admin credentials, which will take you to the HRA home screen. Here you will see an overview of the HRAs conducted by your organization.

Next click on the “User Management” tab at the top.



Overview of assessments (28) Start a new assessment			
Services Only Assistance 4	One-time Assistance 10	Short-term Assistance 8	Draft assessment 0

> Search my assessments

From date: 03/06/2024 X To date: 03/13/2024 X

Assessments			
Name	Date submitted	Assessment score	Recommended service
	03/13/2024	15	Short-term Assistance
	03/13/2024	14	Short-term Assistance
	03/13/2024	3	Services Only Assistance

This will take you to the user management screen where you will see a list of pending user requests. This type of request will be listed as "Homelessness risk assessor (HRA), from here you are able to click on individual requests."



Overview of user requests (2)				
Total users 2	Pending 0	Granted 2	Denied 0	Inactive users 0

> Search criteria

User profiles			
Name	Email address	Type	Status
HRA-Trainer Train		Homelessness risk assessor (HRA)	Granted
HRA Tester		Homelessness risk assessor (HRA)	Granted

Show: 10 rows

1 of 1





Once you have clicked on your individual request this will move you forward to the individual user management page. Here you will be able to edit the access permission. For a typical HRA user, leave this field blank. “Read only” will give users the ability to view assessments. Use the “Admin” option to designate additional organization administrators.

When you are done making your selections, click “Save.”

Additionally, it is the responsibility of the organization administrator to deny/end access for employees who no longer use the HRA or who are no longer affiliated with the organization.

Section 4 of the assessment contains questions about domestic violence and safety. Due to the potentially sensitive nature of these questions specific training is required before assessors can access and use this part of the assessment. Organization admins should use the appropriate field here in the user management screen to confirm that users have completed the training necessary to unlock the domestic violence questions in section four of the assessment. Currently users with access to COLearn can complete the Family Violence Option Fundamentals web-based training to satisfy this requirement.

[Back to user requests](#)

Pro user request management Activate profile

Name HRA-Trainer Train	Email address hratrainer@peakpro.com	PEAKPro Type Homelessness risk assessor (HRA)
Org ID 1000007218		

***Comments**
AV approved 3/7/24

[Click to open Confidentiality Agreement](#)

Access permission
Granted

Access type
Select an Option

Has the user received any training in domestic violence?
 Yes No

Cancel Save





Creating a New Assessment

Once you have been granted access to the assessment you will be able to view the assessment dashboard when you sign into PeakPro.

The dashboard provides information on any prior assessments completed. Here you are able to search for prior assessments using the following filters:

- First name
- Last name
- Recommended service
- Assessment score
- Date range

Incomplete assessments will show a “Finish assessment” button on the Assessments list at the bottom of the dashboard. Click here to resume an assessment. After seven days, any incomplete assessments cannot be modified or finalized.

You can begin a new assessment by selecting the “Start a new assessment” button on the top of the page.

Overview of assessments (110)

Services only: 10 | One-time: 20 | Short-term: 14 | Draft assessment: 36

Search my assessments

First name: Enter first name | Last name: Enter last name | Recommended service: Select recommended service

Assessment score: Select assessment score | From date: dd mm yyyy | To date: dd mm yyyy

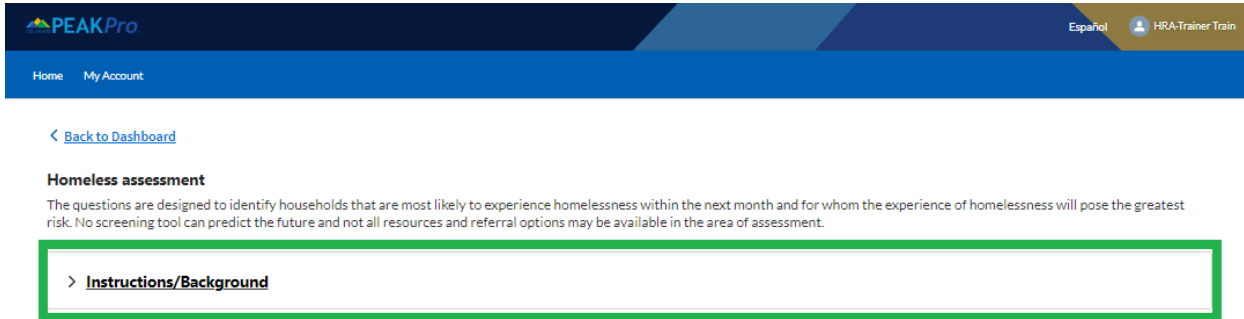
Name	Date submitted	Assessment score	Recommended service
Jane Doe	12/11/2023	3	Services only
Ryan Davis	12/10/2023	10	One time assistance
Ethan Mitchell	12/05/2023	Saved as draft	NA
Sophia Carter	07/22/2023	2	Services only <input type="button" value="Finish assessment"/>
Emma Thompson	04/15/2023	4	Services only

Show: 5 rows | 1 of 10





At the top of the new assessment there is a collapsible card: “Instructions/ Background.” Please read this information thoroughly until you feel you are comfortable with the assessment content and purpose. Additional instructions and guidance is provided throughout the assessment.



The following information will display:

Instructions

The Colorado Department of Human Services (CDHS) Homeless Risk Assessment should be completed by a trained staff member working for or partnering with CDHS and/or a Colorado County Department of Human Services office. The client should NOT complete this assessment tool themselves.

Background

The CDHS Homeless Risk Assessment was created to prevent and divert households at risk of experiencing homelessness in Colorado by prioritizing community resources for those most in need. The assessment is designed to:

1. Determine vulnerabilities and housing instability risk factors for clients at risk of experiencing homelessness, and,
2. Make recommendations for prioritizing community resources to vulnerable Coloradans who are most likely to experience homelessness if not for assistance.

Follow the instructions throughout the assessment. Responses to questions with scoring point values in the assessment will be automatically calculated and a final assessment score will be produced at the end of the assessment. The final assessment score will offer recommendations and outcomes for prospective community referrals, resources, and service interventions.





The Assessment will include the following sections: Assessor details, Household details, Current living situation, Safety considerations, and Household vulnerabilities. Complete each section of the Assessment and click “Next” on the bottom of each screen. You can also select “Save as drafts” and complete the assessment later.

Assessor Details

PEAKPro
Español HRA-Trainer Train

Home My Account

[← Back to Dashboard](#)

Homeless assessment

The questions are designed to identify households that are most likely to experience homelessness within the next month and for whom the experience of homelessness will pose the greatest risk. No screening tool can predict the future and not all resources and referral options may be available in the area of assessment.

> **Instructions/Background**

Step 1 of 8

Assessor details

> **Description**

***First name**

***Last name**

i Responses for Colorado county for assessment should reflect the Colorado county where the client is being assessed not where the assessor is based, if the assessor represents multiple counties and/or regions.

***Colorado county for Assessment**

***Assessment method (select one option for how the assessment was administered)**

***Assessment date**

***Primary Language**

***Preferred contact information for follow up**

Email Phone

***Preferred contact information**





Household Details

Step 2 of 8

Household details

> **Description**

*First name

Enter first name

*Last name

Enter last name

*Gender

Select gender

*Preferred contact information for follow up

Email Phone

*Preferred contact information

Enter preferred contact information

*Date of birth

mm

dd

yyyy

Race

- American Indian/Alaska Native
- Asian
- Black/African American
- Native Hawaiian/Pacific Islander
- White/Caucasian
- Other/Unknown

Ethnicity

Select ethnicity

Social Security Number

XXX-XX-XXXX

*Veteran status

Select veteran status

*Including yourself, how many adults (over the age of 18) are in the household?

Enter total household members

*How many children (under the age of 18) are in the household?

Enter total children

Previous

[Save as drafts](#)

Next





Current Living Situation

In this section you will be asked a set of questions that are scored according to the response, these scores will be tracked in the assessment. A final score calculation will be determined at the end of the assessment and the final score will be used to make referral recommendations.

Note: The questions within the assessment and scoring attributed to particular responses can be updated over time by the CDHS Director of Homeless Initiatives to address feedback received as we begin to implement use of the assessment.

Step 3 of 5

Current living situation

Where do you sleep most frequently?

Select one ▼

Do you meet at least one of the following conditions for housing instability? ⓘ

- Literally homeless
- Have moved because of economic reasons 2 or more times in the past 60-days
- Living in the home of another person because of economic hardship
- Have been notified that your right to occupy your current living situation will be terminated within the next 21-days (e.g., notice from a landlord)
- Living in a hotel or motel and the cost is not paid by a charitable organization or by a low-income government program
- Living situation with more than one and a half people per room (e.g., 2-bedroom apartment with 4 people)
- Exiting a publicly funded institution or system of care
- Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified by the assessor
- None of the above

Do you lack the sufficient resources or support networks available to prevent you from becoming homeless in the next 30-days?

Yes No Unknown

Does the household's combined income have an annual income at or below 50% of the Area Median Income for the area?

Yes No Unknown

Does the household's combined income have an annual income at or below 30% of the Area Median Income for the area?

Yes No Unknown

Total points: XX/25

[Previous](#) [Save as drafts](#) [Next](#)





Safety Considerations

This section contains questions about domestic violence and safety. Due to the potentially sensitive nature of these questions, additional training is required before assessors can access and use this part of the assessment.

If you have not taken the Family Violence Option training or a related domestic violence training this section will not be accessible. Access is granted by your HRA organization admin by selecting yes to the question “Has the user received any training in Domestic Violence?”

For users with access to COLearn, completing and passing the Family Violence Option Fundamentals web-based training will meet the training requirement to access the domestic violence assessment in Section 4. Users must provide evidence of completion of this training to their organization admins to unlock this portion of the assessment.

Step 4 of 5

Safety considerations

Are you currently being harmed or at risk of being harmed by another person?

Yes No Unknown

Have you experienced violence or threats of violence in the last six months that has had an impact on feeling safe where you live?

Yes No Unknown

Is your current housing situation in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted?

Yes No Unknown

Total points: XX/25

[Previous](#) [Save as drafts](#) [Next](#)





Household Vulnerabilities

Household vulnerabilities is the final section of the assessment. When you have completed the questions in this section you will be able to click on the “Submit” button at the bottom of the page. Please note there is a consent question at the bottom of this screen. The consent button is required to allow us to share the assessment outside of PEAKPro. This will help support referral recommendations.

Step 4 of 4

Determining household vulnerabilities

> **Description**

Do you have any family or friends in the area you can stay with if you lost housing?

Yes No Unknown

Do you or anyone in your household have any documented physical health issues that makes it difficult to find or maintain housing?

Yes No Unknown

Do you or anyone in your household have any documented behavioral/ mental health issues that makes it difficult to find or maintain housing?

Yes No Unknown

Do you or anyone in your household have any substance use (drinking or drug use) issues that makes it difficult to find or maintain housing?

Yes No Unknown

Were you ever homeless and/or couch surfing when you were a child under 18-years-old?

Yes No Unknown

Did any of the following issues bring on your housing crisis?

- Issues with landlord/property management
- Unable to pay current rent or utilities
- Unable to pay past rent or utilities (arrear)
- Foreclosure of property
- Living in a space that did not meet habitability standards
- Overcrowding of space
- Safety concerns in the space
- Told/asked to leave by other residents
- Disabling conditions that limit housing options and/or make it hard to live independently
- None of the above

Do any of the following issues make it difficult to find new housing or maintain existing housing?

- Issues with accessible housing related to a disabling condition that requires a specific type of housing (e.g., first floor unit, accessible amenities, transportation)
- Poor credit history
- Restrictions on where you can live because of legal issues or criminal justice history o No references for your housing or poor references on your housing history
- Difficulties understanding or communicating in English
- Issues with identification or other forms of documentation
- Issues with employment or income assistance
- None of the above

Total points: 0 / 12

[Previous](#) [Save as drafts](#) [Submit](#)





Error Message

You may get an error message if there is a processing error. Your assessment will automatically be saved as a draft. If you get an error, wait a few minutes, locate and open the saved draft and resubmit. If the issue persists, submit a help desk ticket.

The screenshot shows the PEAKPro web application interface. At the top, there is a navigation bar with the logo and the text "PEAKPro". Below the navigation bar, there are two tabs: "Home" and "My Account". A link labeled "Back to dashboard" is visible. A prominent red error message box contains the text: "Something went wrong. Please resubmit the assessment again." Below the error message, there is a section titled "Homeless assessment" with a sub-section "Background/Instructions".





Results

After successful submission you will see the results displayed. The assessment is designed to calculate a score and make a recommendation for assistance and referral based on the information provided. No action is taken by the system based on these recommendations, it is up to the assessing organization to act on these recommendations.

PEAKPro

Home My Account

Anna

[Back to dashboard](#)

Results

Below is the total assessment score of all point values from all sections used to offer recommendations for service interventions and referrals/resources.

Final assessment score

Based on the answers provided, the final assessment score is **9 (One-time assistance)**

One-time Assistance

Examples of referrals and services to offer to eligible households scoring under the "One-time Assistance" category include:

- One-time funding specifically targeting housing related costs (rent, utilities, arrears, etc.)

Next Steps

Referral

Eligible one-time assistance funding includes one month of rent payment, rental deposit, utility payment, or utility deposit (under \$2,000 per household).





History of Assessments

You can use the search feature on the Dashboard to search for specific households and track their risk over time. When you select a household, you will see the History of assessments for this household. This will list and summarize their prior assessments. You can view prior assessments, but you will not be able to revise them once completed.

Assessment score trend

Filter by:

From date: dd, mm, yyyy | To date: dd, mm, yyyy | [Apply filter](#)

Date	Assessment score
04/15/2023	4
07/22/2023	2
12/10/2023	10
12/11/2023	3

Assessments

Date submitted	Assessment score	Recommended service
12/20/2023	Saved as draft	NA
12/11/2023	3	Services only
12/10/2023	10	One time assistance
07/22/2023	2	Services only
04/15/2023	4	Services only

Show: 5 rows | 1 of 10

